



Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-018

Mobile Computing Device Hard Drive Encryption

Date: April 25, 2007

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for the inclusion of a standard hard drive encryption capability in all portable Personal Computing Services assets, i.e., laptops and tablets.

Resolution:

Section 4.4.3.2 of the Statement of Work of the Agreement is amended under the bullets for Laptops and Tablets as follows (change underlined):

- Laptops

Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. For the first Contract Year, the standards will be those in effect with the Legacy Provider as of the date of Cutover for this Service Framework. The process to set Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

Each Contract Year, 1/3 of the Laptop assets will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (1/3 of assets evenly refreshed over 12 months). Hardware and core software that meet current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of refresh process.

Laptop assets will be provisioned with hard drive encryption services.

- Tablets

Tablet hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. For the first Contract Year, the standards will be those in effect with the Legacy Provider as of the date of Cutover for this Service Framework. The process to set Tablet hardware standards will be based on recommendations made by the Contractor and approved in



Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-018

Mobile Computing Device Hard Drive Encryption

writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

Each Contract Year, 1/3 of the Tablet assets will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (1/3 of assets evenly refreshed over 12 months). Hardware and core software that meet current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of refresh process.

Tablet assets will be provisioned with hard drive encryption services.

The pricing for Laptop and Tablet Resource Units is revised as shown on Attachment 1 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: [Signature]
Name: _____
Title: Contracting Officer
Date: 5/2/07

NORTHROP GRUMMAN INFORMATION
TECHNOLOGY, INC.

By: [Signature]
Name: RANDOLPH BISS
Title: DIR., CONTRACTS
Date: 4/30/2007